Government Travel Charge Card Program

Agency Program Coordinator Training

Headquarters, U.S. Marine Corps
Programs & Resources Department
Fiscal Division
Finance Branch

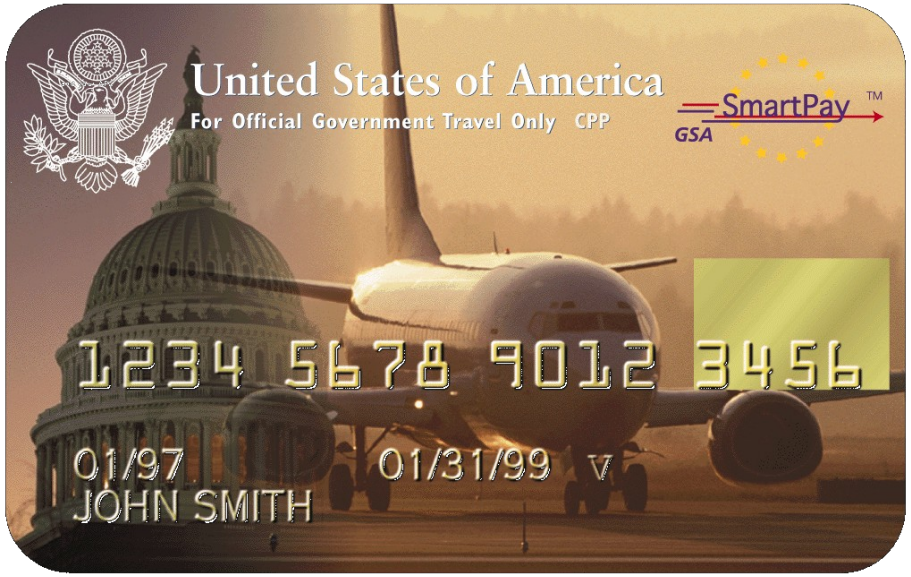
Component Program Managers

- Mr. David G. Fuqua
- MSgt Gregory S. Duplechain
- GySgt Timothy M. Lynch

Agenda

- Getting Started
- APC Responsibilities
- Delinquency Management
- Best Practices
- Policy Updates
- Takeaways

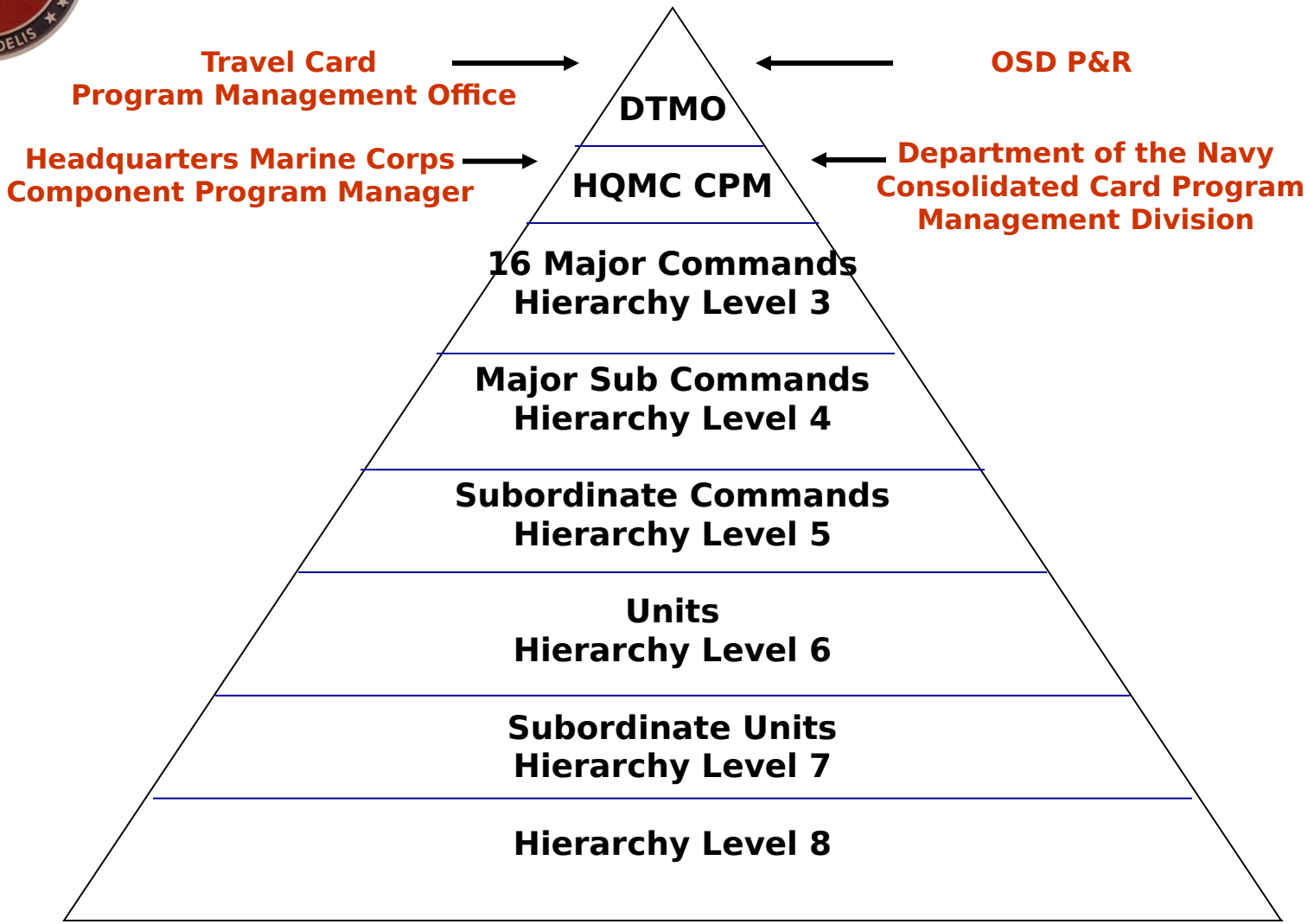
GETTING STARTED



References

- TTRA 1998
- FMR Vol. 9 Ch. 3
- MCO 4600.40A
- MarAdmins
- Travel Advisory Notices

Hierarchy Structure



Get to know…

- **Command**
  - CO, XO, and Supervisor
  - Senior Enlisted (SgtMaj, 1stSgt, Co. Gy)
  - APC above and below (HL)
- **Personnel**
  - Be a part of Check-in/out process
  - Ensure sections know you are the APC
- **Finance / Disbursing Office (Travel section)**
- **Admin Office**
- **Marine Corps GTCCP Website**
  - **http://www.marines.mil/units/hqmc/pandr/gtcc/Pages/default.aspx**
- **Defense Travel Management Office**
  - **http://www.defensetravel.dod.mil/**
- **Citi**
  - **http://www.citigroup.com/transactionservices/homepage/cash/cc/gov/dod.htm**

RFF’s role within the GTCCP

RFF’s Role within the GTCCP

- Serve as the Marine Corps’ direct liaison between Bank of America, Citi, the Defense Travel Management Office (DTMO), Department of the Navy, and Marine Commands
- Provide policy and procedural aspects for the GTCCP
- Provide day to day management of the GTCCP

Why use the Travel Card?

- The Travel and Transportation Reform Act of 1998 mandates use of the Government Travel Charge Card for federal employees on official government travel
- DoDFMR Vol. 9 Chapter 3
- MCO 4600.40A

Agency Program Coordinator

- **Appointment**
  - Must be in writing
- **Complete APC training**
  - Management training
  - EAGLS training
- **Acquire User ID for EAGLS**
- **Update APC/POC information**

Proper Use of Card

- **On official government travel**
  - Lodging
  - Transportation
  - Meals
  - Incidental Expenses
- **For use only by Cardholder**
- **Not for personal use**

Standard vs. Restricted

Standard Line
Total Charge $7,500
Total Monthly ATM $650
Retail $250 Monthly

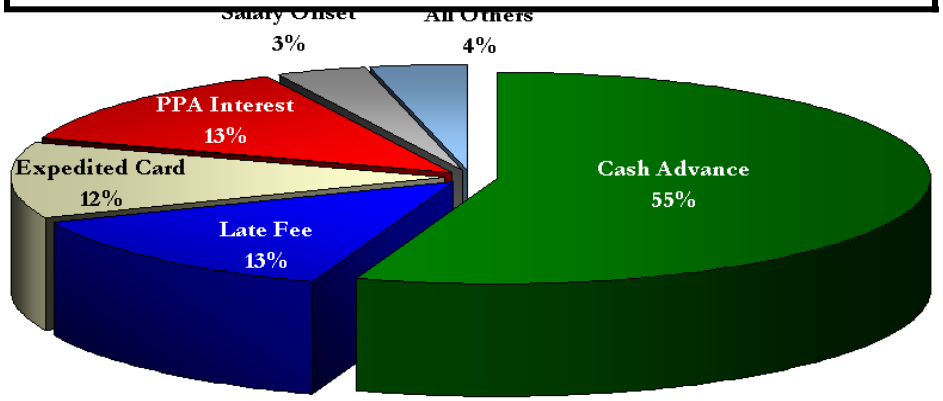
Restricted Line
Total Charge $4,000
Total Monthly ATM $350
Retail $100 Monthly

*Retail is all charges other than lodging, airfare, car rental and meals

Bank of America Fees

- **Late Fees**
  - Begins at 75 days
  - $29 each 30 day cycle
  - Conditional Reimbursement
- **Returned Check**
  - $29
  - Non-Reimbursable
- **Pay by Phone**
  - $10 fee per usage
  - Non-Reimbursable
- **Re-instatement**
  - $29
  - Non-Reimbursable
- **Card Replacement**
  - $20 fee for emergency replacement
- **ATM Fees**
  - 3% or $2 (whichever is greater)
  - Reimbursable
- **Expedited Fee**
  - $20
  - Reimbursable
- **Salary Offset Fee**
  - $80
  - Non-Reimbursable

U.S. Marine Corps FY 2007 Fees



Fee Type	Amount of Fees
Cash Advance	$391,082
Late Fee	$94,642
Expedited Card	$81,594
PPA Interest	$91,816
Salary Offset	$22,640
All Others	$25,873
Grand Total	**$707,648**

Agency Program Coordinator Responsibilities

Day to Day Management of Program

- Activate and Deactivate Accounts
- Credit Limit Increases
- Check-in / Check-out
- Hierarchy Transfers
- Reports
- Monitor for misuse and abuse
- Mission Critical
- Update leadership on status of program
- Maintain all information in a secured location. (Privacy Act)

Training

- **Take online APC Training course**
  - CCPMD
  - EAGLS (Bank of America sponsored)
- **Attend conferences**
  - Navy-Marine Corps Day – Denver, CO July 21, 2008
  - GSA SmartPay – Denver, CO July 22-24, 2008
- **Train your cardholders**
  - Have them take online course
  - Keep copy of certificate on file
  - HQMC RFF-GTCCP

Account Establishment

- **Application** (ver. GTSGCS-001 10/20/2006)
  - Mailed or Faxed
  - Card Issuance
  - Expedited, if necessary
- **Statement of Understanding**
  - Cardholder confirms expectations
- **Initial Training**
  - Have cardholder take online course
  - Keep copy of certificate on file
  - HQMC RFF-GTCCP

Statement of Understanding

- **Cardholders understanding concerning the proper use of their GTCC account**
- **States card is only to be used for official government travel**
- **Cardholder accepts responsibility**
  - Delinquency/Misuse
  - Disciplinary Action
  - Suspended card privileges
- **Must be on file with APC**

Credit Limits

- **Credit Limit Increase**
  - Up to 180 days
  - Verify need for credit limit increase
- **ATM / Cash Limit Increase**
  - Up to 180 days
  - Determine the need for large cash request

Credit Limits

Standard Accounts - Total Limits					
	Default	APC Approval	HL3 Approval	CPM Approval	DTMO Approval
Credit	$7,500.00	$10,000.00	$15,000.00	$25,000.00	Over $25,001
Retail	$250.00	$500.00	$1,000.00	$2,000.00	Over $2,001
Cash	$665.00	$5,000.00	$10,000.00	$25,000.00	Over $25,001

Credit Limits

Restricted Accounts - Total Limits					
	Default	APC Approval	HL3 Approval	CPM Approval	DTMO Approval
Credit	$4,000.00	$7,500.00	$10,00.00	$20,000.00	Over $20,001
Retail	$100.00	$200.00	$500.00	$1,000.00	Over $1,001
Cash	$365.00	$2,000.00	$4,000.00	$20,000.00	Over $20,001

Delinquency Management

Delinquency Progression

Current

0 to 59 days

Travel

Receive Bill

File Claim

30 days past due

Mission Critical

Suspended

60 to 119 days

No New Charges

1st late fee @ 75 days

Delinq Rate

Cancelled

120 to 209 days

Salary Offset

Cannot transfer

Member has to use travel advance

Charge Off

210 days

Charged off

Delinq removed

Affects Members credit rating

Reporting Delinquency

- SgtMaj of the Marine Corps
  - Training Commands all across the Marine Corps
  - Seminars and Symposiums
  - I MEF, II MEF, III MEF, and MARFORRES
- Policies that are being considered are:
  - Commands that fail to meet the DoD/Marine Corps Goals will be required to report to HQMC-RFF on their delinquency
  - Commands that fail to meet the DoD/Marine Corps Goals for three consecutive months, may receive a training visit from HQMC-RFF

Required Reports

- **Delinquency Report**
- **Cardholder Account Listing**
- **Account Activity Report**
- **Pre-Suspension/Pre-Cancellation Report**
- **Suspension/Cancellation Report**
- **Renewal Report**

Delinquency Report

- **Most important report in managing your program!**
  - Generate at least WEEKLY!
  - Create a master list when the “As of” date is the 15th

Other Required Reports

- **Suspension Report/Pre-Cancellation**
  - Run after 1st of month
  - Shows everybody in 60 and 90 day bucket.
- **Cancellation Report**
  - Run after 1st of month
  - Shows everybody who rolled into 120 bucket.
- **Pre-Suspension Report**
  - Run only after 1st of month.
  - Shows everybody in 30 day bucket.

Other Required Reports

- **<u>Cardholder Account Listing</u>**
  - Run after cycle date
  - Shows everybody in your HL
- **<u>Account Activity Report</u>**
  - Run after 1st of month
  - Shows how cards are utilized

Useful Reports

- **Airline Exception**
  - Shows airfare purchased for individuals other than the cardholder
- **Aging Analysis**
  - Reporting of delinquency rates
- **Authorizations/Declines**
  - Where are cards being used?

QMart Inquiries

Blocked MCC

Transaction Type	MCC	Transaction Date	Billing Amount	Merchant Name
Purchase	7393	6/26/08	2,140.00	SUMMIT POINT RACEWAY ASSO.
Purchase	4812	6/20/08	1,950.00	NEXTEL
Purchase	5732	6/30/08	635.99	BEST BUY
Purchase	5532	6/25/08	511.89	MARTINO TIRE
Purchase	5200	6/15/08	492.94	THE HOME DEPOT
Purchase	7992	6/30/08	402.00	THE GOLF CAR COMPANY
Purchase	5533	6/22/08	215.36	THE PEPBOYS
Purchase	4814	6/27/08	1,413.51	OUTFITTER SATELLITE, INC.
Purchase	5814	6/12/08	2,469.00	DISCOPOLUS BAR & GRILL

QMart Inquiries

Misc. Transactions

Transaction Type	MCC	Transaction Date	Billing Amount	Merchant Name
Purchase	5621	6/18/08	147.32	VICTORIA'S SECRET
Purchase	5941	6/13/08	290.34	BASS PRO SHOP
Purchase	5310	6/09/08	150.36	ART & FRAME UNLIMITED
Purchase	5813	6/09/08	59.33	OLD NAVY
Purchase	7932	6/12/08	115.25	RACK DADDY’S
Purchase	5046	6/19/08	1,300.00	MTI LIMO SHUTTLE SERVICE
Purchase	7992	6/07/08	780.53	DISNEY WORLD
Purchase	5812	6/07/08	920.00	SIDESHACK SALOON
Purchase	5812	6/13/08	380.00	TRIANGLE CLUB
Purchase	7992	6/13/08	365.00	CLUB HOUSE GOLF

Mission Critical

- Travel performed by DoD personnel under competent orders and performing duties that, through no fault of their own, may prohibit the prompt payment of their outstanding Travel Charge Card bills.

- Cardholders can be placed in Mission Critical for 60 days. If more time is needed, the APC can call prior to the end of the 60 days to request extension

Mission Critical

- **Account must be between 30 and 60 days past due (not suspended)**
- **Request must be made by the APC, not the Cardholder**
- **Orders must state “Mission Critical”**
- **Late fees are reimbursable**
- **Settled within 45 days of removal**

Disputed Transactions

- **First attempt with the merchant**
- **Initiate the dispute process if:**
  - Issue not resolved with the merchant
  - Transaction is a billing error
- **Initiated within 60 days**
  - Of the statement date on which transaction posted
  - If not filed, responsible for payment
- **Accounts receive temporary credit for transactions in dispute**

Reduced Payment Plan

- **Payment agreement between the Bank and Cardholder**
- **Available 90 days past billing**
- **Written agreement required**
- **Card closed until account paid off**
- **If Cardholder defaults, will roll to Salary Offset**
- **Fees:**
  - $45 set up fee
  - $29 late payment fees (each cycle)
  - $10 monthly maintenance fee
- **If completed, card can be reinstated as a Restricted card**

Salary Offset

- **Implemented for collection of delinquencies 126 days past due**
- **Major Points**
  - Account is cancelled
  - Due Process letter mailed at 90 days
  - Fees:
    - $80 set up fee
      - $25 DFAS administrative fee
      - $55 Bank of America administrative fee
    - 3 late payment fees ($29 each)
  - 15% of monthly disposable income used as payment

BEST PRACTICES

30 Day Bucket Management

- **Aggressively attack this bucket**
- **Pre-suspension notice at day 45**
- **Follow up w/ email – phone call**
- **Emails/letters need to be sent out as soon as Pre-suspension report is generated.**

First Notice

Email

To: Cardholder Only

Subject: Your Government Travel Charge Card

The purpose of this email is to inform you that the Bank of America pre-suspension report for this month contains your account with an overdue balance of $1,000.00. Your assistance in resolving this as soon as possible would be greatly appreciated. Please advise me by email of the current status, and if I can be of any assistance.

Thank you,

R/APC

Second Notice

Email

To: Cardholder

CC: Cardholder's Supervisor

Subject: Your Government Travel Charge Card - 2nd Notice

The monthly Bank of America pre-suspension report indicates that a portion or all of your government travel charge card account will be 60 days past due and your card suspended if your overdue balance is not paid by the 17th of this month in accordance with DOD/Bank of America policy. We are required to report all charge card account suspensions as a result of delinquency to security and this may affect your security clearance. It is requested that you notify Code 620 of your actions to resolve this issue (i.e. date of payment, amount, place, and method) so that we may in turn maintain this information for our records for possible reporting requirements or audit purposes. All responses should be forwarded to (APC's email address).

Thank you,

R/APC

Third Notice

Email

To: Cardholder

CC: Cardholder's Supervisor, Branch Head, Division Head, Command Senior Civilian, Executive Officer, Commanding Officer, and if cardholder is military employee-Department and Command Master Chief, etc.

Subject: Your Government Travel Charge Card - 3rd Notice

The Bank of America pre-suspension report still shows your government travel charge card account with an overdue balance of $1,000.00. If this overdue balance is not paid by the 17th of this month, your travel card account will be suspended in accordance with DOD/Bank of America policy. There is only a few days remaining to prevent suspension. Please notify Code 620 (APC's Email address) of actions taken to resolve this issue.

Thank you,
R/APC

SPLIT DISBURSEMENT

- **MANDATORY for all military personnel and civilian employees! Under Secretary of Defense Office and Assistant Secretary of the Navy Financial Management & Comptroller memo (ASN-FM&C)**
  - **MILPERS as of April 23, 2003**
  - **CIVPERS as of August 10, 2004**

- **Purpose:**
  - **Prevent card suspension**
  - **Keep members mission ready**
  - **Prevent bad checks**
  - **Help meet 2% delinquency goal**
  - **Split Disbursement Goal: 80% (payments not $)**

SPLIT DISBURSEMENT

★ 030608. Split Disbursement. To assist the traveler in fulfilling his or her payment responsibility, Block 1 of the DD Form 1351-2 ("Travel Voucher or Subvoucher") has been modified to permit reimbursement for travel card charges to the travel charge card contractor with the remainder of any entitlement to be sent to the traveler. This process is referred to as split disbursement. All military personnel and any civilian personnel not represented by a local bargaining unit or where bargaining has been completed with the local bargaining unit are required to split disburse the total outstanding charges against the travel charge card. For civilian personnel in organizations or activities where bargaining has not been completed on mandatory split disbursement, if no selection is made in Block 1 on the DD Form 1351-2 (method of payment), the total of the transportation and lodging charges claimed on the travel voucher will be split disbursed by default.

NOTE: Travelers are responsible for ensuring the total of their outstanding charges is annotated in Block 1 of the DD Form 1351-2 for split disbursement. Approving officials are responsible for ensuring that split disbursement is properly designated for the outstanding charges and shall return any vouchers that do not comply to the traveler for correction. Commanders and supervisors should match their delinquent accounts against prior travel vouchers claimed and take appropriate action to address split disbursement utilization or misuse.

Payment Methods

- Mandatory Split Disbursement-Not an option!
- MyEasyPayment.com
- Pay By Phone 1-800-341-7596
- Personal Check
- Bank of America Online Banking
- Bank of America Banking Center
- Western Union

Deceased Cardholders

- Close the account
- Notify HL2
- Submit any applicable Travel Claims
- Ensure Spilt-Disbursement is used
- Upon ZERO BALANCE notify HL2 to transfer to the Deceased HL3

Engage Leadership

- **Inform Commanders of goals**
- **Inform what is needed from the command level to accomplish goal within your hierarchy structure**
- **Letters, opportunity to brief at staff meetings, etc.**
- **Notify senior officials about travel card delinquencies monthly**
  - Provide appropriate information – don’t overload
  - Give them “News they can use”

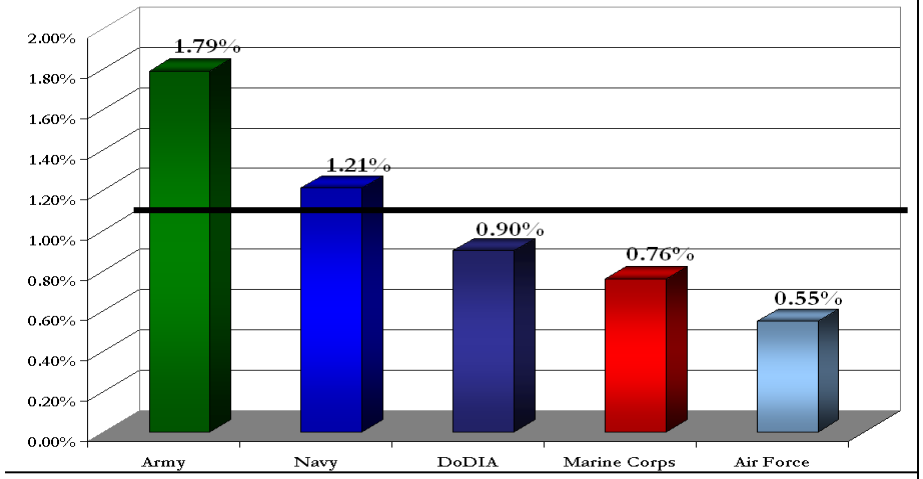
Metric Reporting

- Delinquent Accounts
  - **0.0 – 1.0Green**
  - **1.1 – 1.5 Yellow**
  - **1.6 – Over Red**

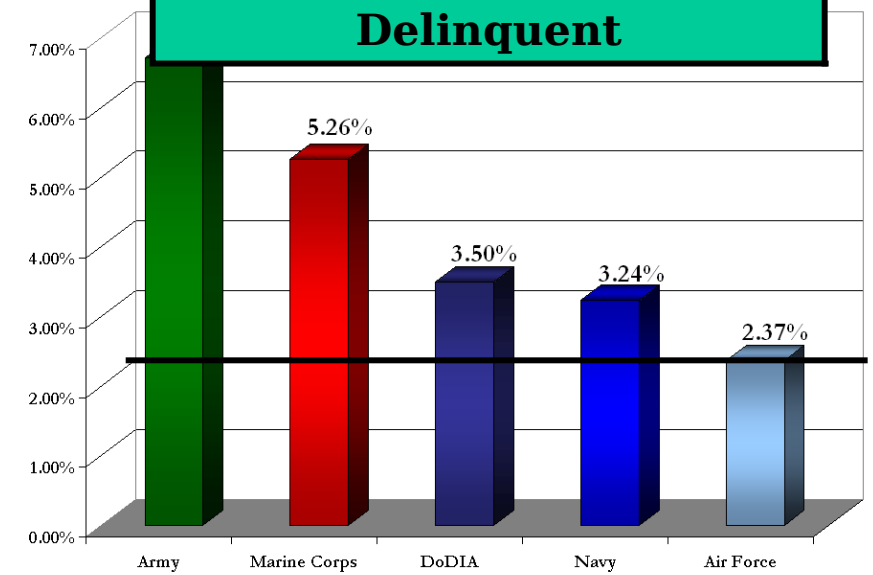
- Delinquent Dollars
  - **0.0 – 2.0 Green**
  - **2.1 – 5.0 Yellow**
  - **5.1 – Over Red**

GTCCP Metrics & Program Performance (As of September 30, 2007)

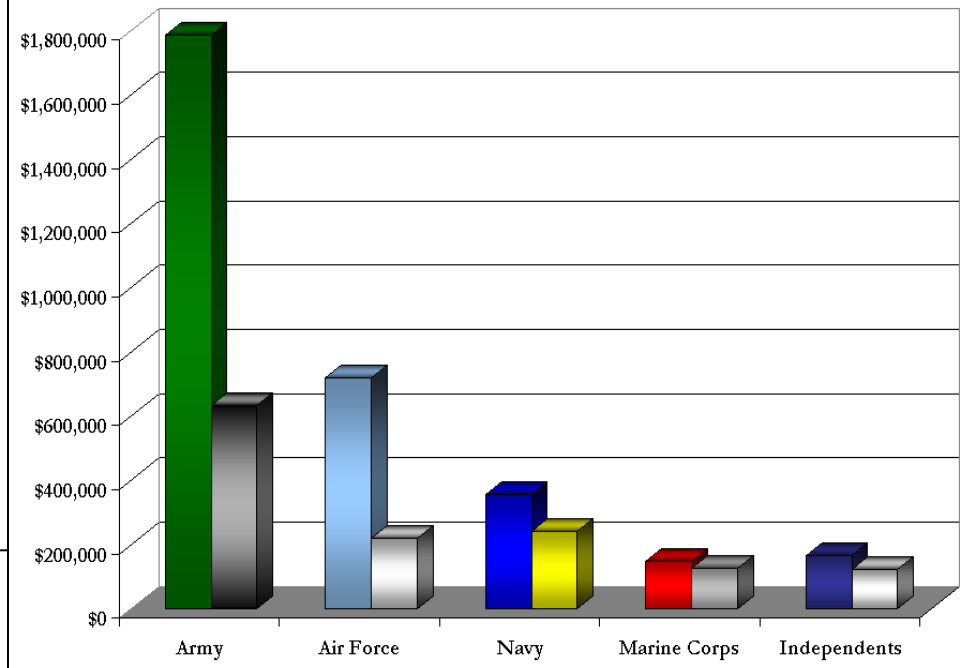
Number of Accounts Delinquent



Amount of Dollars Delinquent

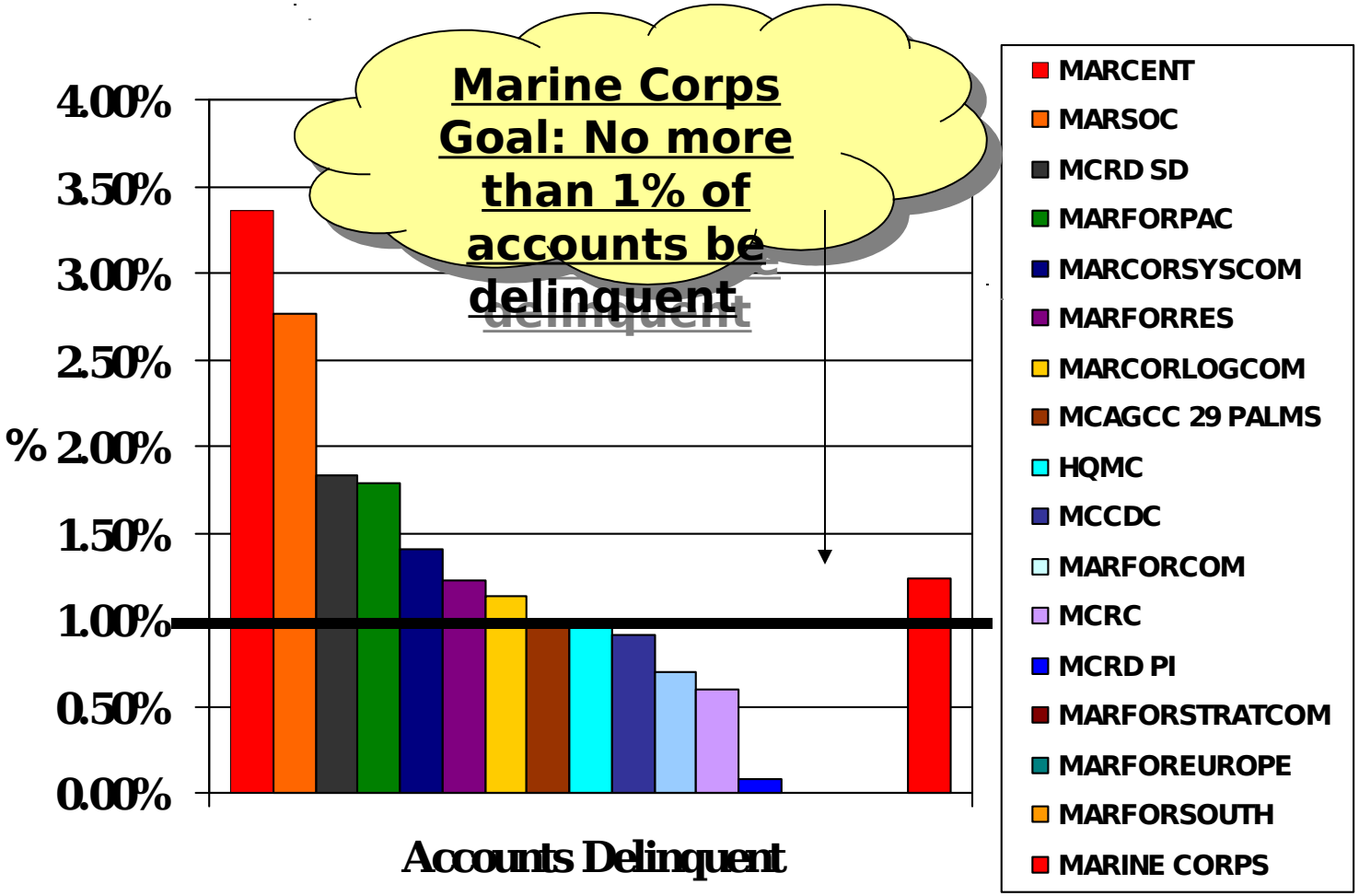


Charge-Offs & Recoveries

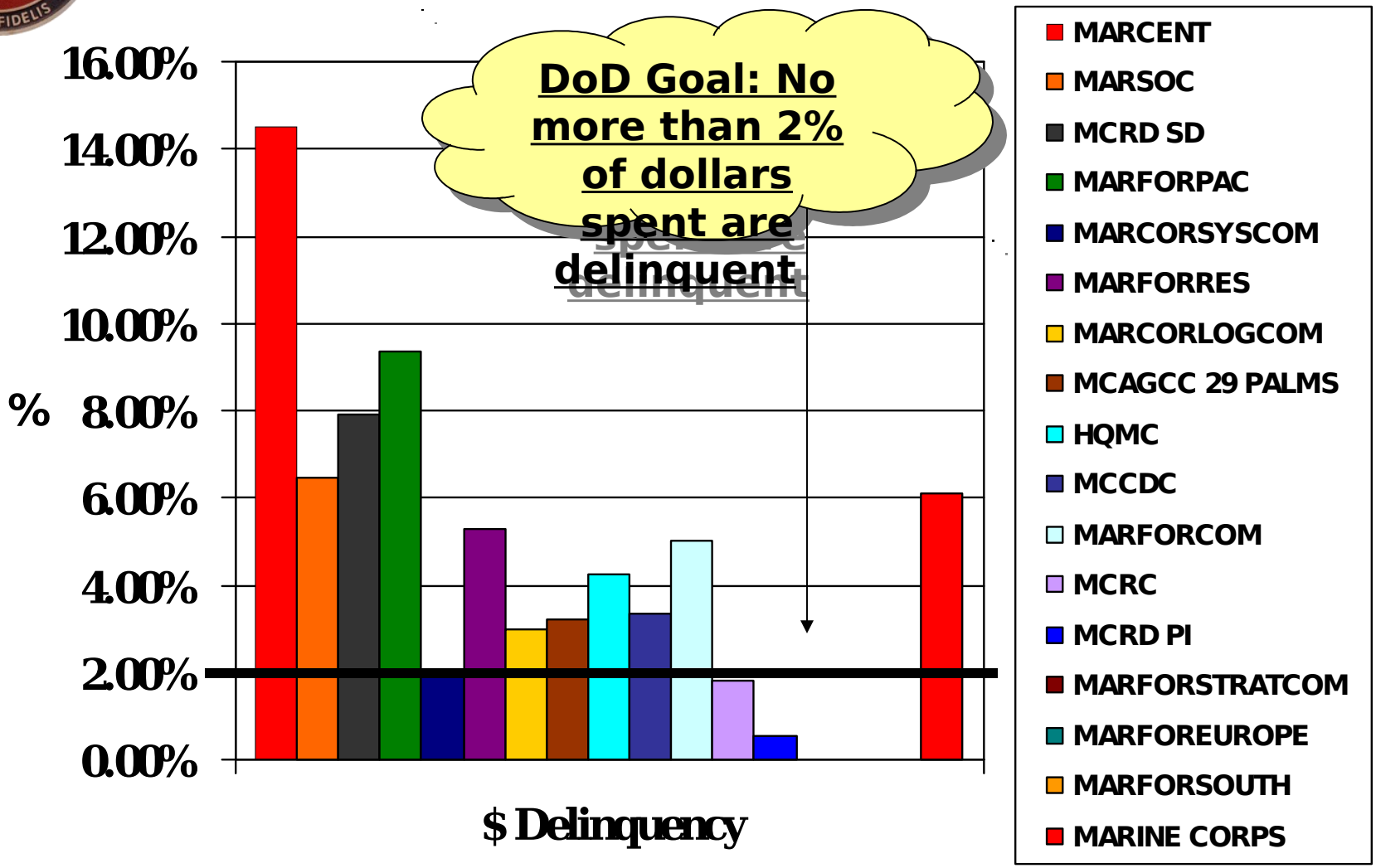


DoD Charge-offs & Recoveries ~ FY 2007			
Component	Charge-Offs	Recoveries	Net Charge-Off
Army	$1,784,985	$632,097	$1,152,888
Air Force	$717,426	$217,710	$499,716
Navy	$355,650	$240,644	$115,006
Marine Corps	$147,054	$126,467	$20,587
Independents	$164,044	$122,356	$41,688
Total	**$3,169,159**	**$1,339,274**	**$1,829,885**

Accounts Delinquent by Command – July 08



Dollars Delinquent by Command – July 08



UPDATES

Proprietary Information

- **Information of a sensitive nature should always be handled carefully**
  - FMR Vol 9 Ch 3 Para 030701 A
  - MARADMINs 330/06 and 389/07
  - Keep in a secured location
  - Use password protection
  - Treat info as if it is your own

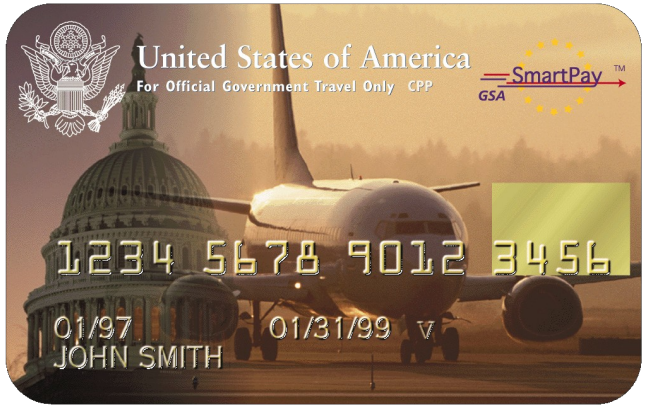
PCS Travel

- **MCO 4600.40A**
  - Cards will **NOT** be used for **PCS** travel due to the length of time to file your claim
  - Account is delinquent by the time travel claim is settled!
  - Travel advances should be used

Credit Balances

- **Have members request a refund check**
- **Negatively impacts delinquency rate**
- **Ad Hoc report can be generated by HL 3**

Transition to Citi



- End BoA:

29 Nov 2008 2359 EST

- Start Citi:

30 Nov 2008 0001 EST

Transition Activities

- Review and scrub Account Listing Report
- Must keep the address contained in BoA's EAGLS up to date throughout the transition
- Identify open accounts that should be closed. If these accounts are not closed prior to the transition, Citi will issue a new card for these accounts
- Identify cardholders with a "return mail" qualifier and update all point of contact information
- Track individuals with credit balances and ensure they contact BoA prior to 29 Nov 2008 to receive their credit balance
- Credit balances will NOT transfer to Citi

Transition cont.

- Nov 29th is the last day for Bank of America
- Nov 30th is the first day for Citi
- If traveling over this period must have both cards
- Marines must know Citi is the “NEW” provider and that they will be receiving a card from Citi
- APC Continuity
  - Minimize turnover during transition period… If you do have a new APC ensure they receive training

Transition cont.

- Card delivery period: 13 Aug – 19 Sep 2008
- Once card is received, cardholders must verify receipt of card immediately
- Card verification will be done by phone or website
- If Citi card is not received by 31 Oct 2008, notify your APC
- Cardholders can personalize PIN on 1 Nov 2008
- Continue to use EAGLS for “ALL” updates
- Continue to update APC and Cardholder information in EAGLS
- EAGLS, EAGLS, EAGLS
- Continue to look for MARADMINs released by HQMC-RFF on transition information and directions

Transition cont.

- Cardholders first Citi statement will provide a userid and temporary password to set-up online account
- View statements online and make payment within the same website
- Split-Disbursements to banks-(MARADMIN)
- Citi's Regional Training for APCs
- Register for Citi's Regional Training on DTMO's website
- "NEW" Marine Corps GTCCP Website: **http://www.marines.mil/units/hqmc/pandr/gtcc**
- See MARADMINs 292/08, 417/08, messages on MyPay/LES/MOL for transition information already out

Citi's Dashboard

- Citi will issue Dashboard e-mails prior to obtaining access
- Dashboard will assist the APC with tracking cards
- Tracking cards mailed, received, returned and who has not verified receipt
- Only Primary APC will have access
  - https://www.customreporting.cards.citidirect.com

Card Delivery Schedule

- WAVE 1: OCONUS, US Territories, and 11 western states: AK, HI, CA, OR, WA, ID, NV, AZ, UT, CO, NM; mail date 13-25 Aug 08. Expect receipt by 9 Sep 08.
- WAVE 2: All Centrally Billed Accounts; mail date 22 Aug 08. Expect receipt by 1 Sep 08.
- WAVE 3: CONUS, 14 central/midwest states: MT, WY, ND, SD, NE, KS, OK, TX, MN, IA, MO, AR, WI, MI; mail date 22 Aug to 2 Sep 08. Expect receipt by 11 Sep 08.
- WAVE 4: CONUS, 9 southeast states: KY, WV, TN, NC, SC, GA, AL, MS, LA; mail date 29 Aug to 9 Sep 08. Expect receipt by 16 Sep 08.
- WAVE 5: CONUS, 14 northeast/midwest states: WASH DC, ME, NH, VT, MA, RI, CT, NY, NJ, DE, MD, PA, OH, IN, IL; mail date 8-16 Sep 08. Expect receipt by 23 Sep 08.
- WAVE 6: CONUS, 2 states: VA and FL; mail date 15-23 Sep 08. Expect receipt by 30 SEP 08.

Citi Regional Training

- **Chievres, Germany**
  Seating Capacity-16 PC's-16 Classes-2
  Date: 10/9
- **Ft. Lewis, WA**
  Seating Capacity-40 PC's-30 Classes-8
  Dates: 11/12, 11/13, 11/14, 11/17
- **Grafenwohr, Germany**
  Seating Capacity-16 PC's-16 Classes-2
  Date: 10/7
- **Kaiserslautern, Germany**
  Seating Capacity-30 PC's-15 Classes-14
  Dates: 10/7, 10/8, 10/9, 10/14, 10/15, 10/16, 10/17
- **Kansas City, MO-GySgt Lynch & SSgt Nichols**
  Seating Capacity-25 PC's-18 Classes-26
  Dates: 9/3, 9/4, 9/5, 9/8, 9/9, 10/7, 10/8, 10/9, 10/10, 10/14, 10/15, 10/16, 10/17
- **Lakenheath, England**
  Seating Capacity-? PC's-? Classes-8
  Dates: 11/14, 11/15, 11/16, 11/17

Citi Regional Training

- **Mannhiem, Germany**
  Seating Capacity-16 PC's-16 Classes-10
  Dates: 10/7, 10/8, 10/15, 10/16, 10/17
- **Naples, Italy**
  Seating Capacity-24 PC's-24 Classes-2
  Date: 10/20
- **Norfolk, VA**
  Seating Capacity-30 PC's-21 Classes-64
  Dates: 9/16, 9/17, 9/18, 9/23, 9/24, 9/25, 9/30, 10/1, 10/2,10/7, 10/8, 10/9, 10/14, 10/15, 10/16, 10/21, 10/22, 10/23, 10/27, 11/3, 11/4, 11/5, 11/12, 11/13, 11/14, 11/17, 11/18, 11/19, 11/20, 11/28, 12/1, 12/2, 12/3
- **Okinawa, Japan-Classroom 1-David Fuqua & MGySgt Beal**
  Seating Capacity-28 PC's-14 Classes-8
  Dates: 9/16, 9/17, 9/18, 9/19
- **Okinawa, Japan-Classroom 2-David Fuqua & MGySgt Beal**
  Seating Capacity-24 PC's-12 Classes-8
  Dates: 9/16, 9/17, 9/18, 9/19

Citi Regional Training

- **Pearl Harbor, HI**
  Seating Capacity-30 PC's-15 Classes-18
  Dates: 9/2, 9/3, 9/4, 9/5, 9/8, 9/9, 9/10, 9/11, 912
- **San Antonio, TX**
  Seating Capacity-20 PC's-20 Classes-18
  Dates: 9/22, 9/23, 9/24, 9/25, 10/21, 10/22, 10/23, 10/24, 10/27
- **San Diego, CA-MSgt Duplechain & Michael Bradley**
  Seating Capacity-24 PC's-19 Classes-32
  Dates: 9/2, 9/3, 9/4, 9/5, 9/23, 9/24, 9/25, 9/26, 10/28, 10/29, 10/30, 10/31, 11/12, 11/13, 11/14, 11/17
- **Schweinfurt, Germany**
  Seating Capacity-16 PC's-16 Classes-2
  Date: 10/8
- **Stuttgart, Germany**
  Seating Capacity-16 PC's-16 Classes-2
  Date: 10/9
- **Tampa, FL**
  Seating Capacity-20 PC's-16 Classes-24
  Dates: 9/9, 9/10, 9/11, 9/12, 10/28, 10/29, 10/30, 10/31, 11/3, 11/4, 11/5, 11/6

Citi Regional Training

- **Vicenza, Germany**
  Seating Capacity-16 PC's-16 Classes-2
  Date: 10/14
- **Washington, D.C.**
  Seating Capacity-30 PC's-20 Classes-51
  Dates: 9/23, 9/24, 10/1, 10/2, 10/6, 10/7, 10/8, 10/9, 10/10, 10/14, 10/20, 10/21, 10/22, 10/23, 10/27, 10/28, 10/29, 10/30, 10/31, 11/7, 11/10, 11/12, 11/13, 11/14, 11/25, 11/26, 11/28, 12/2, 12/3
- **Webcast**
  Seating Capacity-50 Classes-188
  Dates: 9/2, 9/3, 9/4, 9/5, 9/8, 9/9, 9/10, 9/11, 9/12, 9/16, 9/17, 9/18, 9/19, 9/29, 9/30, 10/1, 10/2, 10/3, 10/6, 10/7, 10/8, 10/9, 10/14, 10/15, 10/16, 10/17, 10/21, 10/22, 10/23, 10/24, 10/27, 10/28, 10/29, 10/30, 10/31, 11/4, 11/5, 11/6, 11/7, 11/12, 11/13, 11/14, 11/17, 11/18, 11/19, 11/20, 11/21, 11/24, 11/25, 11/26, 11/28, 12/1, 12/2, 12/3
- **Weisbaden, Germany**
  Seating Capacity-16 PC's-16 Classes-2
  Date: 10/14
- **Yokota, Japan**
  Seating Capacity-20 PC's-15 Classes-8
  Dates: 9/22, 9/24, 9/25, 9/26
- **Yongson, Korea**
  Seating Capacity-? PC's-? Classes-12
  Dates: 9/16, 9/17, 9/18, 9/19, 9/22, 9/23

Citi's Regional Site Training

- DTMO instructions for registering:
  - **http://www.defensetravel.dod.mil/Docs/Travel_Card_Training_Instructions.pdf**
- Register:
  - https://www.defensetravel.dod.mil/Passport

Frequently Asked Questions

- For commands not meeting the mandated metric goals (Being less than 1% for Accounts Delinquent and less than 2% for Dollars Delinquent)… You must DEACTIVATE ALL CARDS when not in a official travel status. Exceptions to this policy must be authorized by HQMC-RFF.

- Regardless of meeting goals.. All restricted cardholders and “at risk” travelers must be deactivated when not in a travel status.

- For commands meeting the mandated metric goals… You may allow selected cardholders to remain activated between periods of travel, but only if necessary.

Command Involvement is Key to a Successful Transition!

Keys to managing your program:

- Keep command leadership informed and request assistance when needed
- APC starts working reports at the beginning of each cycle
- Have the commander review GTCCP metrics with the APC (at least monthly)
- Periodically review the command’s card management program
- Ensure the APC is on all Check-In/Out Sheets used by the command
- Encourage cardholders to pay off any balance prior to checking out
- Insist on use of the Defense Travel System (DTS) where applicable
- Ensure the traveler Split Disburses the total amount due on GTCC
- Remind Approving Officials of their responsibility to ensure Split Disbursement is being properly used by cardholders
- Encourage the timely completion and submission of travel claims

Takeaways

- Make a POC list of all APCs below you
- Use EAGLS to properly manage your program
- Run the Delinquency Report weekly
- Stress importance of Split-Disbursement
- Communicate account status to CHs and Supervisors
- Prepare for the Transition

QUESTIONS?

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